

Job Description
Missouri State Highway Patrol

Class Title: Personnel Records Clerk II

Title Code: V00212

Effective Date: 05/25/01

Date Reviewed: 06/23/08 #179

Date Revised: 06/24/08

Immediate Supervisor: As Assigned

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This position involves a variety of advanced technical and specialized personnel-related duties associated with the Human Resources Division. An employee in this position must maintain strict confidentiality of records and other sensitive information that is submitted to the division for processing. The employee serves as a lead worker to lower level clerks. Work is performed independently within the framework of policies and procedures; however, the director or assistant director normally clears deviations from established policies and procedures. This position may rarely require out-of-town travel.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Provides advanced clerical and technical support to the Division (i.e., creating and maintaining databases, spreadsheets, and reports; creating, distributing, filing correspondence; answering division telephone line to assist callers or forward to appropriate personnel, etc.).

Processes and files changes to personnel data in appropriate databases and personnel files.

Provides advanced clerical support related to employee hiring and promotion processes (i.e. Trooper Selection Process, Lieutenant Assessment Center, etc.).

Analyzes Time Reporting System and SAM II Time Accounting problems and determines appropriate solutions.

Maintains personnel information in the Time Reporting System.

Reviews SHP-4's (Personnel Action Requests) and SHP-5's (Termination Reports) for accuracy and completeness; reconciles incorrect and/or missing information; prepares information and lists appropriate data in the FTE database.

Acts as liaison between MODOT & Patrol Employees' Retirement System (MPERS) and troops and divisions; responds to individual employee questions concerning retirement issues processes appropriate paperwork and reports.

Tracks FMLA, Extended Leave Requests, and Share Leave on manual and automated systems; monitors amount of leave taken and ensures employee is eligible for leave in accordance with applicable General Orders.

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Processes expense reports and invoices; maintains division budget tracking system.

Serves as SAM II Timekeeping Help Desk by analyzing SAM II time accounting problems and determines appropriate solutions; assists with training employees on Patrol timekeeping policies and programs; processes requests for access to SAM II HR/Payroll system.

Assigns/unassigns survey codes, zone codes, and badge numbers for members and uniformed civilians as needed.

Organizes blood drives, charity events, and internal events.

Assists with drug testing programs.

Coordinates the Shareleave Program.

Coordinates the Patrol's On-The-Job Veteran's Program.

Tracks employment backgrounds requests from outside agencies and forwards to appropriate personnel.

Serves as a back-up to other division personnel as needed.

Manages office equipment; purchases or requisitions supplies; schedules facility usage.

Creates and maintains spreadsheets and correspondence using modern office computers and software.

Tracks recruitment related activities on manual and automated systems.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough Knowledge of business English, spelling, and arithmetic.

Thorough knowledge of modern office practices, procedures, and equipment.

Thorough knowledge of applicable computer applications (i.e. Microsoft Word and Excel).

Ability to communicate in English, both orally and in writing.

Ability to handle sensitive information with professionalism, discretion, and impartiality; ability to maintain confidentiality.

Ability to learn and apply policies and procedures as they relate to FMLA, Shareleave, retirement, and other employment issues.

Ability to learn policies and procedures to perform credit history reporting requests.

Ability to operate standard office equipment.

Ability to maintain personnel records and files (manual and automated).

Ability to establish, alphabetize, transport, file, and purge records/documents in accordance with established division procedures.

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Ability to learn the Patrol's applicable computer systems and policies.

Ability to type, proofread, and edit correspondence, forms, reports, computer entries, etc.

Ability to establish and maintain harmonious working relations with others.

Ability to answer the telephone and provide assistance in a professional manner.

Ability to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to complete multiple tasks and adhere to multiple deadlines.

Ability to enter statistical data into the appropriate database and prepare reports from statistical and/or numerical data.

Ability to perform job related travel, as needed.

Ability to learn to operate computerized test scoring devices.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

Possess at least one year of experience as a Personnel Records Clerk I or comparable experience.